

## POSITION VACANCY ANNOUNCEMENT NO. 335

THE FOLLOWING NON-EXEMPT POSITION IS AVAILABLE  
FOR APPLICATION BEGINNING June 9, 2006  
**INTERNAL/ EXTERNAL POSTING**

Class Title: Staff Assistant I

Division: Consumer Affairs

Class Code: S09111

Position No.: 14016

Position Type:

Permanent: X Full Time

Pay Grade: 337

Temporary:    Full Time

Salary Rate:	<u>\$10.681</u>	<u>\$ 1,851.32</u>	<u>\$ 22,215.88</u>
	Hourly	Monthly	Annual

Working Hours: 40 hours weekly/flex-time

### Duties:

1. Review and sort incoming correspondence and distribute. Record receipt of letters pertaining to specific case files in the Nebraska Insurance Information Management System (NIIMS). Correspondence is matched to the appropriate file and distributed to Investigators and Administrators.
2. Create case set ups, entering data on individual NIIMS participants and photocopying complaints for distribution to companies and agents.
3. Print, assemble and mail correspondence prepared by the Investigators/Administrator.
4. Manage Consumer Affairs Division (CAD) filing system, filing case files retrieved from Investigators' offices, recalling closed files as needed and periodically boxing, labeling and transporting files to storage. (Will involve limited physical labor and lifting).
5. Respond to telephone inquiries, and correspondence from consumers, providers, agents, insurers and the public who are requesting general information regarding the business of insurance. Refer correspondence on matters not subject to our jurisdiction to proper regulatory agency for handling.
6. Assist with visitors to the CAD area, answering questions and assisting in the completion of Complaint Questionnaires if appropriate.

7. Periodically collect and review NIIMS data for accuracy, and to ensure information is current and relevant. Update information as necessary and report results of review to Administrator.
8. Maintain the Prompt Pay Database. Create and maintain new databases, as directed.
9. Assist Administrator with miscellaneous tasks as assigned. Assist with clerical duties in other divisions as needed.

**Skills, Abilities, Education and Experience:**

Knowledge of Microsoft Windows, Word, Access, Excel, and Power Point is preferred.

Knowledge of Nebraska insurance laws.

Knowledge of Insurance Department computer system.

Ability to work with the public.

Ability to organize and coordinate all types of correspondence in files; to research information and respond to all types of inquiries.

Must maintain a high degree of confidentiality with respect to insurance claim files.

Experience in general office with responsibility for applying office support procedures.

**Training and Experience**

Experience in general office with responsibility for applying office support procedures.

Experience in the insurance industry in the customer service area.

---

Deadline for Application: June 21, 2006

Position Available: Immediately

<p>PROCEDURE: If you feel you have the qualifications for the above position, you should obtain an “Application of Transfer” or fill out the attached form. Completed applications must be returned to Kathy Vandenberg.</p>
--